

Retiree/COBRA/Survivor Accounting System Rules

- All balances are due on the **10th of the month** and must be paid as billed. **Do not adjust the billing statement.**
- Do not combine the payments due for the Active subscribers and COBRA, Retiree, Survivor subscribers into one check: **send separate checks.** Do not send personal checks. All checks should be made payable to the Employee Insurance Program.
- A completed remittance advice form must be returned with every payment.
- Do not return the entire billing statement; return the completed remittance advice form only.
- Use the return envelope provided or copy the address shown on the return envelope for all mailings.
- If there is a keying error on the coverage processing section of the bill, please contact Operations at 803-734-0614.
- If there is an inquiry concerning the Account Summary or Billing Summary, contact Financial Services at 803-734-1696.
- Do not delay the regular remittance of the monthly premiums due to failure to collect payments. **PAYMENT IS DUE AS BILLED. THE COLLECTION OF PREMIUMS HAS NO BEARING ON PAYMENT.**